



ENA Open Position

Position Title: Applications & Development Manager

Department: Information Technology

Reports to: Director, Technology

Supervises: Database Analyst, Business Systems Analyst, Sr. Web & Database Developer

GENERAL SUMMARY

The Application & Development Manager oversees the development, implementation, upgrade and maintenance of new and existing applications and tools. The manager employs a focused approach to data integrity, effective project management, and develops member and staff application training, with a focus on member engagement and satisfaction and staff productivity.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Ensures the AMS system supports the effective execution of work across the association through ongoing oversight, ensuring functionality of the systems and the appropriate system integrations.
2. Manages databases, including testing and implementation of modifications and upgrades, security, capacity planning and monitoring, performance optimization.
3. Responsibility for data integrity, hygiene, security, and regulatory compliance. Ensures effective, efficient, and timely delivery of solutions.
4. Maintains documentation of software applications, and develops, documents, and enforces standards, policies and procedures for applications. Directs the development of training materials and conducts training classes for staff to maximize productive use of software.
5. Provides project management for application related projects, including assistance to users on projects with consultants and other service providers.
6. Manages the workloads and activities of the applications and development support team and maintains extensive contact with staff, to solve issues as quickly as possible.
7. Directs the activities of consultants and software service providers who may be contracted to supplement the applications and development support team. Prepares regular department activity reports.
8. Through testing and validation ensures applications, reports, and projects meet end user's expectations and needs. Collaborates with internal departments to plan and deliver applications and regular department activity reports.
9. Provides technical direction on systems analysis, design, development, testing and deployment of solutions.

10. Analyzes problems with regards to function or flow, provides feedback to application vendor, as appropriate, and ensures resolution.
11. Maintains current knowledge of applications, software tools and development techniques; focuses on applying that knowledge to ENA solutions. This includes regular investigation of systems and tools that enhance the member and staff experience and support process and product innovation.
12. Empowers employees to take responsibility for their jobs and goals. Delegates responsibility and expects accountability and regular feedback.
13. Collaborates with ENA Human Resources for the recruiting, onboarding, retention, professional development and performance management of staff.
14. Contributes to the workplace culture that is consistent with the association's culture statement and emphasizes the mission, vision and values of the organization.
15. Displays a high level of accountability, taking responsibility for individual actions and the impact on the organization. Views oneself as a reflection of the organization by following through on commitments and accepting ownership.

QUALIFICATIONS

Required:

- Bachelor's degree in computer sciences or related field or equivalent combination of education and experience
- Minimum of 5 years working with a large web based application in a development/programming function (*preferably in a similar position with demonstrated skills and proven track record of success*)
- Minimum of 2 years in a project lead/management role implementing new processes and systems
- Knowledge and experience with SQL Server, Microsoft Reporting Services, HTML, CSS, and a variety of programming languages and development tools (JavaScript, C#, ASP.NET, jQuery, etc.)

Desired:

- Experience working with an Association Management System, preferably Abila's NetForum Enterprise product
- Knowledge and experience with, NetForum Toolkit or similar type products
- Certifications in applicable software and tools (e.g., Microsoft SQL Server)
- Project management certification
- Experience with mobile applications
- Association experience

KNOWLEDGE, SKILLS, AND ABILITIES (Required)

- Ability to translate business processes and requirements into technical specifications and effective solutions. Requires blending hands-on involvement with management direction
- Ability to troubleshoot complex database issues
- Ability to independently manage production requirements and operational goals
- Excellent organizational skills

- Strong collaboration and interpersonal skills
- Detail oriented
- Team oriented
- Ability to prioritize multiple and varied tasks within established deadlines
- Excellent logical thinking, analytical and problem-solving skills

PHYSICAL DEMANDS

Nature of work requires an ability to operate standard business office equipment. Requires ability to communicate verbally and in writing in an exchange of information; collect, compile and prepare work documents; set-up and maintain work files. Use of the computer, with repetitive motion, is approximately 80%. *More detail is available from Human Resources.*

WORKING CONDITIONS

Majority of work is performed in a general office environment. Position occasionally requires availability for extended hours to perform job duties.

To formally apply please submit your cover letter and resume to Jobs@ena.org

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.